

Year-to-Date Data Through December

ST Express Bus	YTD 2009	YTD 2010	YTD Budget	Notes
Revenue Vehicle Hours Operated ¹	558,091	551,778	570,000	ST Express 2010 ridership ended the year below the 2009 total. Some productivity measures were not met, including boardings per trip and per hour. The lower ridership also caused cost per boarding to be higher than targeted levels, even though actual costs were well under budgeted levels. The November snows in the Puget Sound region canceled trips, resulting in the percentage of scheduled trips operated to fall below targeted levels.
Revenue Vehicle Miles Operated	10,836,803	11,393,320	11,604,598	
Trips Operated	448,630	445,839	444,840	
Platform Hours Operated	676,520	693,682	695,828	
Boardings	12,896,712	12,494,546	13,729,319	
Boardings per Revenue Hour	23.11	22.64	24.09	
Boardings per Trip	28.75	28.02	30.86	
Cost per Boarding ²	\$6.58	\$7.48	\$7.22	
Percentage of Scheduled Trips Operated	99.52%	99.69%	≥99.80%	
On Time Performance ³	93.93%	87.25%	≥85.00%	
Customer Complaints per 100,000 boardings	15.38	12.02	<50	
Preventable Accidents per 100,000 Platform Miles ⁴	0.72	0.49	≤ 0.80	
Sounder Commuter Rail	YTD 2009	YTD 2010	YTD Budget	Notes
Revenue Vehicle Hours Operated ¹	36,010	38,518	38,744	The economic downturn and resulting sluggish job market continues to hit Sounder hard, as a large percentage of its ridership is commuters. Lower ridership caused productivity measures to fall short of targets. Cost per boarding ended the year above target, despite actual costs that were below budget, but only slightly higher than 2009. Percentage of scheduled trips operated fell below targeted levels as mudslides in the North caused cancellations.
Revenue Vehicle Miles Operated	1,399,651	1,506,922	1,513,543	
Trips Operated	6,529	6,763	6,814	
Boardings	2,492,362	2,364,290	2,747,540	
Boardings per Revenue Vehicle Hour	69.21	61.38	70.27	
Boardings per Trip	381.74	349.59	403.22	
Cost per Boarding ²	\$13.71	\$13.74	\$13.15	
Percentage of Scheduled Trips Operated	99.63%	99.17%	≥99.50%	
On Time Performance ³	97.33%	97.28%	≥95.00%	
Customer Complaints per 100,000 boardings	11.52	12.49	<50	
Preventable Accidents per 100,000 Platform Miles ⁴	0.00	0.00	≤1.00	
Central Link Light Rail	YTD 2009	YTD 2010	YTD Budget	Notes
Revenue Vehicle Hours Operated ¹	53,642	138,372	138,288	Although quarterly comparisons of ridership continued to show growth, Central Link also fell short of ridership targets. All productivity measures were short of targets, and cost per boarding was higher than budget. Still, all measures improved compared to the prior year. On-time performance missed the target although headway management—a measure of time between trains—was above 90% for the year.
Revenue Vehicle Miles Operated	1,113,158	2,602,138	2,824,763	
Trips Operated	41,795	90,760	92,192	
Boardings	2,501,211	6,989,504	8,100,000	
Boardings per Revenue Vehicle Hour	46.63	50.51	58.57	
Boardings per Trip	59.84	77.01	87.86	
Cost per Boarding ²	\$8.56	\$6.78	\$5.95	
Percentage of Scheduled Trips Operated	98.96%	99.06%	≥98.50%	
On Time Performance ³	N/A	80.87%	≥90.00%	
Customer Complaints per 100,000 boardings	12.83	6.32	<50	
Preventable Accidents per 50,000 Platform Miles	0.18	0.00	≤6.00	
Tacoma Link Light Rail	YTD 2009	YTD 2010	YTD Budget	Notes
Service Hours Operated ¹	8,602	9,724	9,878	Tacoma Link also failed to meet its ridership and productivity measures for 2010. Despite the disappointing ridership performance, cost per boarding was below budgeted levels, reflecting actual costs that were well below budget. All service quality measures for Tacoma Link were met in 2010.
Service Miles Operated	89,427	90,168	92,208	
Trips Operated	56,842	58,344	57,387	
Boardings	889,320	871,793	973,915	
Boardings per Service Vehicle Hour	103.38	89.65	98.59	
Boardings per Trip	15.65	14.94	16.97	
Cost per Boarding ²	\$4.16	\$3.93	\$4.31	
Percentage of Scheduled Trips Operated	99.77%	99.79%	≥98.50%	
On Time Performance ³	99.80%	99.86%	≥98.50%	
Customer Complaints per 100,000 boardings	0.79	0.24	<50	
Preventable Accidents per 50,000 Platform Miles ⁴	0.00	0.00	≤1.00	

 Lagging budget or standard

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours since it does not collect fares.
2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.
3-On-time performance standards are described in the budget. A Central link light rail train is late if it a) departs a terminal station more than one minute late or, b) arrives at a terminal station three or more minutes late and is unable to make its departure time.
4-Preventable accident: An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.

Fourth Quarter 2010



Service Delivery
Quarterly Performance Report

Q4 Systemwide Boardings

Boardings by Service Type	Fourth Quarter			Year-to-Date Through December			2010 Annual SIP Projections ¹
	2009	2010	%Δ	2009	2010	%Δ	
ST Express Bus	3,332,836	3,151,730	-5%	12,896,712	12,494,546	-3.1%	13.7 mil
Sounder Commuter Rail	621,270	569,817	-8%	2,492,362	2,364,290	-5.1%	2.7 mil
Central Link	1,270,864	1,751,712	38%	2,501,211	6,989,504	176.5%	8.1 mil
Paratransit	15,437	20,807	35%	31,030	82,540	166%	0.07 mil
Tacoma Link	220,859	226,556	3%	889,320	871,793	-2%	1.0 mil
Total Boardings	5,461,266	5,720,622	5%	18,810,635	22,802,673	21.2%	25.57 mil
Average Weekday Bdgs	72,248	75,333	4%	63,719	75,508	18.5%	86,884

1-Annual projections established in the 2010 Service Implementation Plan (SIP)

Total Sound Transit ridership increased by 5 percent during the Fourth Quarter, with almost all of the increase attributable to Central Link. The light rail extension to Sea-Tac Airport opened in mid-December 2009, fueling an impressive 38 percent increase in Central Link boardings. ST Express bus and Sounder boardings continued a downward trend that started in the Third Quarter, while Tacoma Link boardings were up slightly. Several factors contributed towards lower bus and Sounder ridership. For example, ridership was adversely impacted by snow and ice November 22-25, with some bus routes cancelled and others running on a reduced schedule during this four-day period. Frozen switches delayed Sounder service and resulted in some cancelled trains. By contrast, the adverse weather had little impact on Central Link and Tacoma Link service. Christmas and New Year’s Day were on Saturdays, resulting in very low bus and Sounder ridership the Friday before, as many people took an early holiday. The 2010 calendar also resulted in more days when a Sunday/holiday schedule was operated rather than a Saturday schedule, further reducing service levels and ridership compared with 2009.

Year-end 2010 Sound Transit ridership totals fell short of projections in the 2010 Service Implementation Plan (SIP). The SIP predicted 25.6 million boardings in 2010, but actual ridership totaled 22.8 million. While this represents an increase of 21 percent over 2009 when 18.8 million boardings were recorded, virtually all of the increase was due to growth in Central Link ridership. Employment levels, an important barometer of transit ridership, were flat in downtown Seattle in 2010 and down slightly in King County compared with 2009. Sound Transit’s partner agencies experienced bus ridership declines during 2010: King County Metro was down 2.5 percent, Pierce Transit was down 1 percent, and Community Transit was down by 11 percent. Illustrating the inter-dependency between connecting transit systems, the large CT decline directly affected ridership on connecting ST Express routes during the quarter, particularly on weekends.

Specific mode and individual route trends are discussed on page 2.

Fourth Quarter Ridership Highlights

ST Express bus boardings decreased by 5 percent overall and average weekday boardings decreased by 6 percent. Route-level ridership results were mixed, with relatively stable ridership on routes serving Snohomish County and East King County but decreases on most routes serving South King County and Pierce County. Boardings on Route 560 (West Seattle-Bellevue) decreased by 31 percent, largely because of a major service reduction implemented earlier in the year and fewer transfer connections at Sea-Tac Airport. Fourth Quarter boardings on Routes 577/578 (Seattle-Federal Way-Puyallup) increased by 123 percent because of a full weekday and Saturday schedule introduced in February 2010. On the other hand, boardings on Routes 590-595 decreased by 18 percent despite stable service levels throughout the year. One reason for the lower ST Express ridership is that the 2010 totals do not include the Link Connector bus, which was replaced by the light rail extension to Sea-Tac Airport in December 2009. Apart from the Oct. 4 start-up of new Route 542 between Redmond and the University District, there were no significant changes in service during the quarter, and no changes in fares.

Sounder commuter rail boardings decreased by 8 percent overall. North Line commuter boardings were down by 20 percent, while commuter boardings on the South Line were down by 7 percent. Special event train boardings decreased by 10 percent on the North Line but were up 3 percent on the South Line. Service on the North Line was disrupted by mudslides on December 13-14. As mentioned on page 1, December boarding totals were also adversely impacted by Christmas and New Year’s Day falling on a Saturday; this reduced ridership on the Friday before as many people took the day off work. The impact was particularly severe on Sounder with its very high proportion of commuter ridership. Apart from minor schedule adjustments on the South Line, no Sounder service changes or fare increases were implemented during the quarter.

Central Link ridership was up 38 percent over Fourth Quarter 2009. However, the Airport Link extension did not begin operation until Dec. 19, 2009, so the 2010 totals include the substantial new ridership generated by the Sea-Tac station. Looking at quarterly trends during 2010, average weekday boardings were 16,979 during the First Quarter, 21,766 during the Second Quarter, 23,762 during the Third Quarter, but then dropped to 21,611 during the Fourth Quarter. No changes in service levels or fares were implemented during the quarter.

Central Link Paratransit ridership was up 35 percent, similar to the increase in fixed-route ridership on the parallel light rail line.

Tacoma Link showed a 3 percent increase in boardings for the quarter, despite the loss of a major downtown Tacoma employer in October 2010. Average weekday ridership remained stable at just over 3,000 boardings. Service levels remained unchanged and no major interruptions of service occurred during the quarter.

ST Express Boardings by Route				
Route		Q4 2009	Q4 2010	%Δ
510/513	Everett-Seattle	231,184	228,860	-1%
511	Lynnwood-Seattle	244,171	242,952	0%
522	Woodinville-Seattle	261,032	249,002	-5%
532	Everett-Bellevue	80,748	86,335	7%
535	Lynnwood-Bellevue	106,940	107,606	1%
540	Kirkland-U. District	81,219	77,501	-5%
542	Overlake-U. District	0	45,185	N/A
545	Redmond-Seattle	406,369	421,031	4%
550	Bellevue-Seattle	481,132	481,096	0%
554	Issaquah-Seattle	169,217	185,333	10%
555/556	Issaquah-Northgate	71,714	63,464	-12%
560	West Seattle-SeaTac-Bellevue	207,196	142,362	-31%
564	South Hill-Overlake	86,494	0	-100%
565	Federal Way-Overlake	104,488	0	-100%
566	Auburn-Overlake	0	141,856	N/A
574	Lakewood-SeaTac	153,906	142,504	-7%
577/578	Seattle-Federal Way/Puyallup	73,125	163,015	123%
582	Bonney Lake-Tacoma	14,806	0	-100%
586	Tacoma-U. District	34,527	31,774	-8%
590-595	Lakewood/Tacoma-Seattle	410,795	337,410	-18%
599	Lakewood-Tacoma	3,514	4,444	26%
Link Connector	Tukwila-SeaTac	110,258	0	-100%
Total ¹		3,332,836	3,151,730	-5%
Avg Weekday Bdgs ¹		44,945	42,461	-6%

1-Does not include downtown Seattle ride free boardings

Sounder Commuter Rail Boardings by Corridor				
		Q4 2009	Q4 2010	%Δ
North Line				
Commuter		68,641	54,782	-20%
Special		<u>17,213</u>	<u>15,434</u>	<u>-10%</u>
Subtotal		85,854	70,216	-18%
South Line				
Commuter		500,850	464,013	-7%
Special		<u>34,566</u>	<u>35,588</u>	<u>3%</u>
Subtotal		535,416	499,601	-7%
Total		621,270	569,817	-8%
Avg Weekday Bdgs		8,898	7,981	-10%

Central Link Light Rail Boardings			
	Q4 2009	Q4 2010	%Δ
Total	1,270,864	1,751,712	38%
Avg Weekday Bdgs	15,196	21,611	42%

Tacoma Link Light Rail Boardings				
		Q4 2009	Q4 2010	%Δ
	Total	220,859	226,556	3%
	Avg Weekday Bdgs	3,041	3,053	0%

Paratransit Boardings			
	Q4 2009	Q4 2010	%Δ
Total	15,437	20,807	35%
Avg Weekday Bdgs	168	226	35%

Fourth Quarter Data

ST Express Bus	Q4 2008	Q4 2009	Q4 2010	Q4 Budget
Revenue Vehicle Hours Operated ¹	129,802	139,829	141,243	147,903
Revenue Vehicle Miles Operated	2,622,534	2,793,922	2,917,779	3,011,159
Trips Operated	101,061	124,157	115,359	115,427
Platform Hours Operated	163,673	176,778	175,503	180,553
Boardings	3,243,391	3,332,836	3,151,730	3,536,384
Boardings per Revenue Hour	24.99	23.84	22.31	23.91
Boardings per Trip	32.09	26.84	27.32	30.64
Cost per Boarding ²	\$6.31	\$5.95	\$8.15	\$7.22
Percentage of Scheduled Trips Operated	100.02%	99.93%	99.20%	≥99.80%
On Time Performance ³	93.24%	93.78%	89.09%	≥85.00%
Customer Complaints per 100,000 boardings	18.71	13.53	11.77	<50
Preventable Accidents per 100,000 Platform Miles ⁴	1.00	0.55	0.37	≤ 0.80
Sounder Commuter Rail	Q4 2008	Q4 2009	Q4 2010	Q4 Budget
Revenue Vehicle Hours Operated ¹	8,286	9,584	9,889	9,905
Revenue Vehicle Miles Operated	319,600	374,939	386,861	386,937
Trips Operated	1,542	1,712	1,733	1,742
Boardings	700,034	621,270	569,817	720,914
Boardings per Revenue Vehicle Hour	84.48	64.83	57.62	72.78
Boardings per Trip	453.98	362.89	328.80	413.84
Cost per Boarding ²	\$11.16	\$17.24	\$16.77	\$13.15
Percentage of Scheduled Trips Operated	99.87%	99.65%	99.02%	≥99.50%
On Time Performance ³	95.30%	97.35%	95.93%	≥95.00%
Customer Complaints per 100,000 boardings	22.71	10.30	15.09	<50
Preventable Accidents per 100,000 Platform Miles ⁴	0.00	0.00	0.00	≤1.00
Central Link Light Rail	Q4 2008	Q4 2009	Q4 2010	Q4 Budget
Revenue Vehicle Hours Operated ¹	N/A	31,586	31,519	34,572
Revenue Vehicle Miles Operated	N/A	619,285	591,922	706,191
Trips Operated	N/A	22,880	22,773	23,048
Boardings	N/A	1,270,864	1,751,712	2,568,863
Boardings per Revenue Vehicle Hour	N/A	40.24	55.58	74.30
Boardings per Trip	N/A	55.54	76.92	111.46
Cost per Boarding ²	N/A	\$9.30	\$6.44	\$5.95
Percentage of Scheduled Trips Operated	N/A	98.02%	98.69%	≥98.50%
On Time Performance ³	N/A	N/A	86.60%	≥90.00%
Customer Complaints per 100,000 boardings	N/A	11.49	4.68	<50
Preventable Accidents per 50,000 Platform Miles ⁴	N/A	0.32	0.00	≤6.00
Tacoma Link Light Rail	Q4 2008	Q4 2009	Q4 2010	Q4 Budget
Service Hours Operated ¹	2,419	2,431	2,445	2,482
Service Miles Operated	23,462	22,542	22,673	23,173
Trips Operated	14,664	14,586	14,671	14,422
Boardings	232,300	220,859	226,556	246,900
Boardings per Service Vehicle Hour	96.04	90.85	92.66	99.46
Boardings per Trip	15.84	15.14	15.44	17.12
Cost per Boarding ²	\$3.38	\$4.08	\$4.58	\$4.31
Percentage of Scheduled Trips Operated	99.79%	99.56%	99.62%	≥98.50%
On Time Performance ³	99.86%	99.63%	99.76%	≥98.50%
Customer Complaints per 100,000 boardings	0.86	0.91	0.44	<50
Preventable Accidents per 50,000 Platform Miles ⁴	0.00	0.00	0.00	≤1.00

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